**Planning Logic- Streamlining Ticket Assignment For Efficient Support Operations**

**Key Agile Terminology:**

* **Sprint**: A fixed time-boxed period (1 day per sprint here) to complete specific tasks.
* **Epic**: A large goal or functionality broken into multiple stories.
* **Story**: A small, manageable task contributing to the Epic.
* **Story Point**: An effort estimate (based on Fibonacci series):
  + 1 – Very Easy
  + 2 – Easy
  + 3 – Moderate
  + 5 – Difficult

**Sprint Plan — *Streamlining Ticket Assignment Using ServiceNow***

**Sprint 1 (1 Day)**

**Epic:** Instance Setup & Basic Table Configuration

| **Story ID** | **Task Description** | **Story Points** |
| --- | --- | --- |
| USN-1 | Set up Personal Developer Instance | 2 (Easy) |
| USN-2 | Create and activate update set | 1 (Very Easy) |
| USN-3 | Create Operations-related table + choice field | 3 (Moderate) |

**Total Sprint 1 Story Points:** 6

**Sprint 2 (1 Day)**

**Epic:** User, Group, and Role Configuration

| **Story ID** | **Task Description** | **Story Points** |
| --- | --- | --- |
| USN-4 | Create users | 2 (Easy) |
| USN-5 | Create groups | 2 (Easy) |
| USN-6 | Create roles | 2 (Easy) |
| USN-7 | Assign roles & users to groups | 3 (Moderate) |

**Total Sprint 2 Story Points:** 9

**Sprint 3 (1 Day)**

**Epic:** Access Control Configuration

| **Story ID** | **Task Description** | **Story Points** |
| --- | --- | --- |
| USN-8 | Assign roles to table permissions | 3 (Moderate) |
| USN-9 | Create ACL for table & fields | 3 (Moderate) |

**Total Sprint 3 Story Points:** 6

**Sprint 4 (1 Day)**

**Epic:** Flow Designer Automation

| **Story ID** | **Task Description** | **Story Points** |
| --- | --- | --- |
| USN-10 | Create flow for "Regarding Certificate" issue | 3 (Moderate) |
| USN-11 | Create flow for platform-related issues | 5 (Difficult) |

**Total Sprint 4 Story Points:** 8

**Velocity Calculation**

| **Metric** | **Value** |
| --- | --- |
| Total Story Points Completed | 6 + 9 + 6 + 8 = **29** |
| Number of Sprints | 4 |
| **Velocity** | 29 / 4 = **7.25 story points per sprint** |